



ITIL Process Implementation: Goals and Basics

January 24, 2006



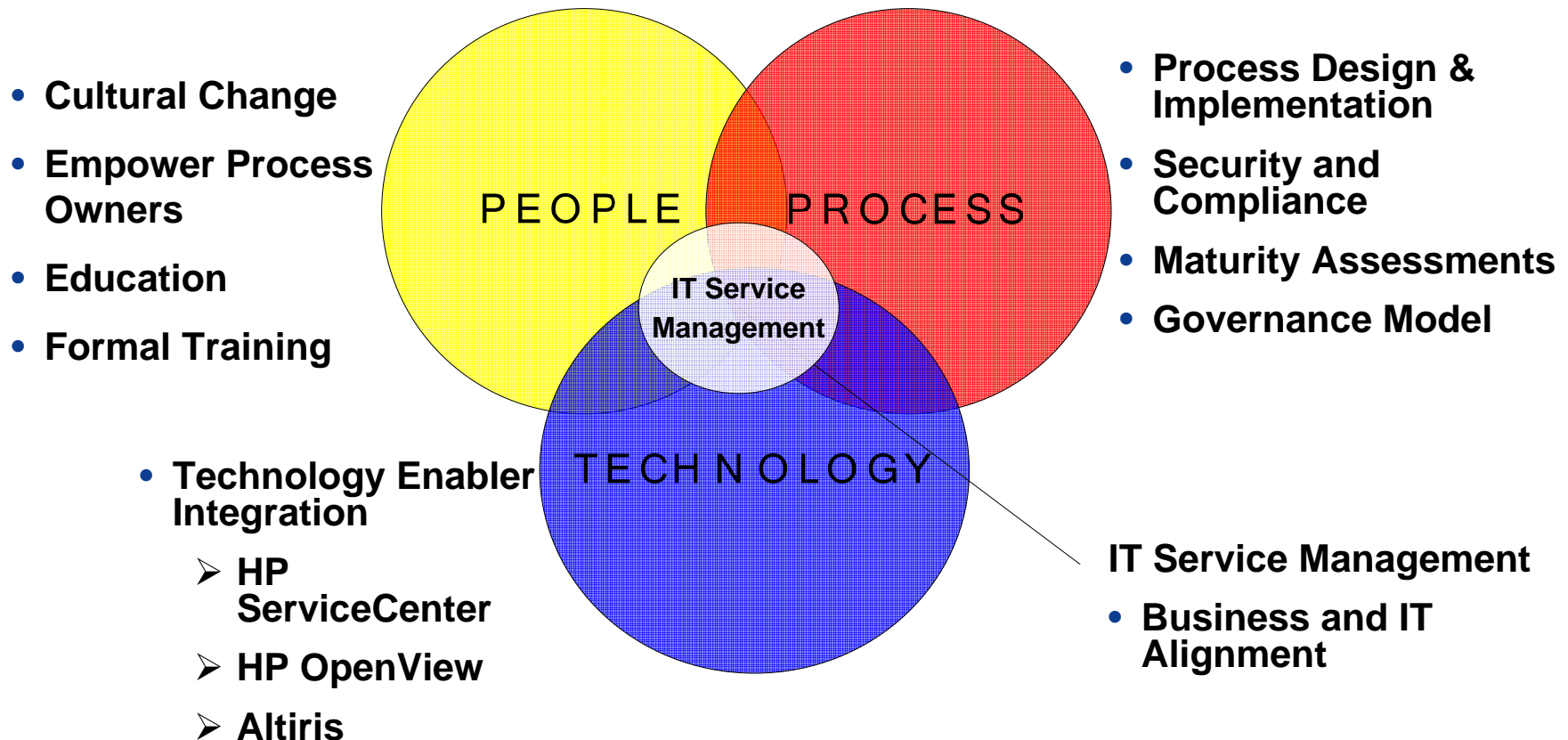
Agenda

- ITIL: What is it and how can it help?
 - How does ITIL fit within Service Management?
 - What are the benefits of ITIL?
 - What is the roll-out schedule?
- Phase 1: Change, Configuration and Release Management
- Next Steps
- ITIL information sources

ITIL: What is it and how can it help you?

- ITIL stands for Information Technology Infrastructure Library
- ITIL is a guidance to establish and manage quality IT processes
- ITIL will address IT business problems that are caused by unmanaged change (e.g. long time spent identifying root cause of IT problems)
- The ITIL implementation project is comprised of 10 processes:
 - Change Management
 - Configuration Management
 - Release Management
 - Incident Management
 - Problem Management
 - Capacity Management
 - Availability Management
 - Security Management
 - Service Level Management
 - Security Management
- Phase 1 will deploy 3 of these processes: Change Management, Configuration Management and Release Management

Program Approach to IT Service Management



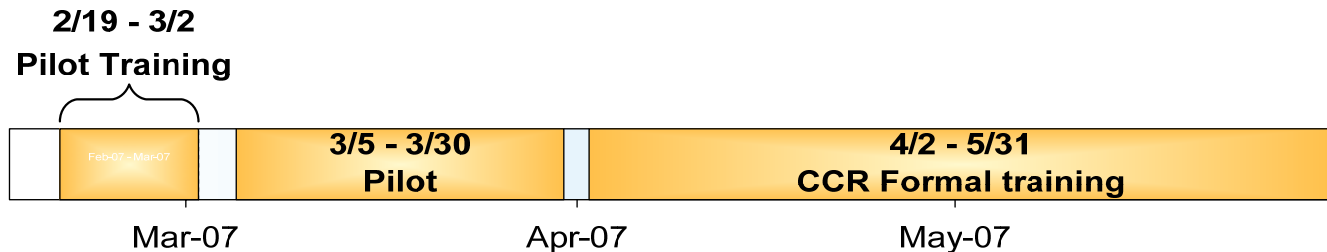
VITA intends to use a combination of ITIL® as the process framework, CobiT and ISO/IEC 20000 for the overarching controls and governance.

What are the benefits of implementing ITIL?

- Higher availability of IT and business services
 - ITIL implementation has reduced unplanned work from industry average of 40% to 5%*
 - ITIL implementation has driven IT infrastructure change success rate to over 99% *
- Improves quality of IT services measurably over time
 - Provide metrics to support SLA fulfillment over time
- Improves effectiveness and efficiency of all parties by providing a common service delivery and support framework
 - Common defined and measurable processes to realize efficiencies and automation
 - Common terminology to minimize miscommunication and misunderstanding
 - Clearly defined roles and responsibilities
- Increase our IT staff's productivity through training and experience in service management best practices

* Information Technology Process Institute, ITPI, 2004

ITIL Optimization roll out schedule



Phase 1 Key Dates: ITIL Change, Configuration and Release Management

- Pilot Agency Training: 2/19/07 – 3/2/07
- Pilot: 3/5/07 to 3/30/07
- Training for all affected (post pilot) employees: 4/2/07 to 5/31/07
- Start using ITIL Change Process: immediately after training

Upcoming Phases:

- ITIL Capacity and Availability Management: 8/07
- ITIL Problem and Incident Management: 10/07
- ITIL Continuity and Security Management: 1/08
- ITIL Service Level Management: 5/08

ITIL Training

Key Audience		Available Training
Customers	<ul style="list-style-type: none"> • Agency Leadership • Agency Application Owners • User community 	<ul style="list-style-type: none"> • ITIL® Awareness Training • Specific Process Training • Computer Based Training (CBTs) • Webinars
Management	<ul style="list-style-type: none"> • VITA Oversight and Governance • All Levels of Management • Program Support Teams 	<ul style="list-style-type: none"> • ITIL® Awareness • Foundation Training • Computer Based Training (CBTs) • Webinars
Performers	<ul style="list-style-type: none"> • Process Owners • Process Performers • Change Champions/Focus Groups • Operations and Technical Support 	<ul style="list-style-type: none"> • ITIL® Awareness Training • ITIL® Foundation Training • ITIL® Practitioner Training • Specific Process Training • Computer Based Training (CBTs) • Webinars
Vendors	<ul style="list-style-type: none"> • Key 3rd Party Suppliers for infrastructure services 	<ul style="list-style-type: none"> • Specific Process Training • Computer Based Training (CBTs) • Webinars

Phase 1: ITIL Change, Configuration and Release Processes

- Transformation projects require many rapid changes and mature ITIL Change, Configuration and Release processes will ensure stability
- Most immediate benefit realized by improving percentage of successful changes and unplanned work.
 - 80% of technical incidents are generated by changes*
 - Up to 80% of the time spent recovering from a failure is spent determining the change causing the failure*
- The ITIL change and release processes will be two of the most prevalent operational touch points between the agencies and the Partnership.

What are the objectives of ITIL Change, Configuration and Release Management?

- Protect your infrastructure through controlled change
 - Reduce incidents and downtime generated by change
- Ensure rapid response to IT change
- Ensure IT changes achieve their objectives
- Deploy multiple IT changes simultaneously
- Provide central source of all infrastructure and service management information
 - Maintain accurate status of all elements of infrastructure
 - Know the environment at all times

What are the benefits of ITIL Change Management to your agency?

- Availability instead of instability
 - Less impact of failed changes
 - Fewer incidents caused by change
 - Quicker resolution times
- Effectiveness instead of trial and error
 - Greater percentage of successful changes
 - Faster successful change implementation
- Agility instead of bureaucracy
 - More changes implemented on schedule
 - More changes implemented in a given time period
- Efficiency instead of wasted resources
 - Less labor spent on rework & unplanned work
 - Reduced unnecessary “urgent” changes

How fast will changes be processed?

Change Class	Criteria	Expected Approval
Emergency	<ul style="list-style-type: none"> Unplanned changes Service is down, requires immediate attention to restore Always High Priority 	<ul style="list-style-type: none"> Emergency CAB (ECAB) approves As soon as the ECAB can be contacted Immediately to same day
Major	<ul style="list-style-type: none"> Planned changes of higher complexity Service has potential to be impacted, but planning and scheduling mitigate outage 	<ul style="list-style-type: none"> Scheduled CAB approves 1-5 days
Minor	<ul style="list-style-type: none"> Planned changes of lower to medium complexity Service generally not impacted. 	<ul style="list-style-type: none"> Change Manager approves, or Scheduled CAB approves 1-5 days
Standard	<ul style="list-style-type: none"> Planned, routine changes No impact to services Low impact, Low priority changes typically repeated and well known 	Pre-approved

ITIL Phase 1 Next Steps

- Work with agency Transformation Points of Contact to define list of the agency personnel that will be requesting and implementing changes and releases
- Gather agency input regarding the implementation of ITIL processes in your agency
- Provide ongoing updates through the various Transformation communication channels
- Pilot ITIL Change, Configuration and Release processes at pre-selected pilot Agencies
 - Pilot Agencies: Dept. of Veterans Services, Museum of Natural History, Dept. of Minority Business Enterprise and Dept. of Criminal Justice Services
- After pilot, deliver training to all other affected Agency and Partnership employees

Channels for information

There are multiple sources for you to obtain more information about ITIL:

- Email questions@vita.virginia.gov with:
 - Comments
 - Questions
 - Requests for additional information
- ITIL page on VITAWeb contains ITIL information:
<https://vitaweb.virginia.gov/C2/ITIL/default.aspx>
 - Use your DITLAN account to access the site
- Future COIN meetings
- Monthly AITR meetings
- Transformation Kick-Off meetings
- Monthly newsletters (e.g. IT Partnership News)
- VITA Transformation POC
- ITIL Change Champions

Questions

